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OCT 31 2006

DRAWWING AMENDMENT

In compliance with 37 CFR 1.121(d), the objected drawings, Figs. 1 to 7 are revised according to the "Notice of Draftsperson's Patent Drawing Review." The revised drawings are herewith attached on the separate sheets.

OCT 31 2006

REMARKRegarding the Drawing Objection:

The objected drawings are properly revised according to the "draftsman's drawing review." The newly revised drawings are herewith attached on the separate sheets.

Regarding the Claim Rejection under 35 U.S.C. §102(e):

The ground rejection of claims 7 and 8, under 35 U.S.C. §102(e) as being anticipated by Bae (U.S. Patent No. 6,801,619) is respectfully traversed.

With respect to the ground rejection of claims 7 and 8, the examiner indicated that Bae's reference discloses all limitations of the instant invention.

Applicant strongly traverses the ground rejection of claims 7 and 8, because Bae's reference cited by the examiner does not disclose any detailed functions of the present invention.

Throughout the careful studying of the cited reference again, Bae describes that a queue manager (202) is employed to process the initial task for identifying the customer through standard method (Bae: column 6, lines 15~27). The queue manager (202) identifies the customer at step 404 through standard method (Bae: column 10, lines 35~43). In these paragraphs quoted by the examiner, Bae fail to teach a consultant authentication means.

Contrary, the instant invention employs a consultant authentication means for processing the initial task, instead of employing a queue manager. The examiner does not seem to realize the difference between Bae's reference and the present invention.

Second, the examiner quoted the paragraphs "A further advantage of Bae's invention is to make optimizations for the efficient and effective delivery of two-way audio/one-way video stream from the operator to the customer by using the visual symbols for identifying

the status of the link, so that any missed frames or delayed video frames will not be mistaken (Bae: column 4, lines 26~33)" and quoted "the queue manager (202) is employed to process the initial task for identifying the customer through standard method (Bae: column 6, lines 15~27)." In these paragraphs quoted by the examiner, Bae teaches to use the visual symbols for delivery of portrayal audio/video mediums to identify the status of the connection link. "It is not a pictorial input window for processing input means." Bae apparently fail to teach the user authentication means (S60) consisting of a password input window producing means (S61) for displaying iconized symbol of password as a pictorial input window on the user's computer (300) screen by the relay server (100).

Furthermore, the examiner rejected both "consultant authentication means (S10)" and user authentication means (S60)" of the instant invention by using the same paragraphs (Bae: column 4, lines 26~33) and (Bae: column 6, lines 15~27), which is considered a wrong action, because the consultant authentication means (S10)" and user authentication means (S60)" are separately claimed steps.

The important features of the present invention is that, "*a user authentication means for authenticating a usera password input window producing means (S61) for displaying iconized symbol of password picture as a pictorial input window on the user's computer (300) screen by the relay server (100), an accessing means (S62) for accessing the password informed by the consultant to the user's computer (300) by clicking, a verifying means (S63), and a searching means (S64) for matching the consultant ID in the authentication DB (110) and deleting the connecting information when the input password is correct."*"

As discussed above, Bae simply explains "a delivery processing of the audio/video mediums", "not an input window for authentication processing."

The examiner further quoted that "the customer may accept or reject previous

operators by generating a customer signal Sc at the customer workstation 206 either accepting or rejecting the previous operator (Bae: column 7, lines 1~18)." This is also quite different function comparing with the instant invention that claims "an icon activating means (S40) for activating the icon on the web page (120) of the user's computer (300) screen as soon as the consultant informs the password with the consultant ID to the user."

Bae also explains that "*at the conclusion of the communication, the customer may simply disconnected from the network and the operator workstation, thereby ending the communication*" (Bae: Col. 10, lines 3 ~ 6), which is also different function comparing with the instant invention that claims "*a user information extracting means (S50) for retrieving the connecting information such as the user's IP address and the consultant ID included in the icon through the relay server (100), so that the user can access the password with the consultant ID by clicking the activated icon displayed on the web page, then the connecting information is removed by the relay server (100) to be inactive the icon on the user's web page (120) after the user input the password.*"

Regarding the Response to Arguments

In the response to the argument, the examiner emphasized that Bae expressly discloses "a user authentication means" (Bae: column 6, lines 15~27), including a password producing means for producing an iconized symbol of a password input picture by the relay server (Bae: column 4, lines 26~33). The queue manager (202) identifies the customer at step 404 through standard method (Bae: column 10, lines 35~43). The examiner's statement is a wrongful because Bae's reference does not apparently disclose a password producing means for producing an iconized symbol of a password input picture by the relay server. Bae clearly disclosed to use the visual symbols for delivery of portrayal audio/video mediums to identify the status of the connection link, "not a pictorial window for input processing

means."

The different display position of the password window, which is not claimed in the current claims, has hereby withdrawn.

In the current claim 7, "the iconized symbol of password picture" and "a user information extracting means (S50)" are revised to clearly distinguish the claimed subject matters from the Bae's reference. This amended claim is supported by the current specification, from Page 5, line 16 to Page 7, line 8, and Figs. 1, 5, 6 and 7.

For rejecting the instant invention under 35 U.S.C. §102, the cited reference must be disclosed the same or similar claimed subject matters or functions.

Nevertheless, as discussed above, Bae apparently fails to teach the most important features of the present invention.

Consequently, the current rejection of the present invention with a wrong reference must be immediately withdrawn.

Therefore, the applicant believes the present application is now in allowance condition and early Notice of Allowance is respectively solicited.

Respectfully submitted



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